



DAE

CERTIFICATE OF MAILING UNDER 37 C.F.R. 1.8(a)

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to Mail Stop -Petition - No Fee, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date indicated below.

5-20-04

Dora Rios

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:)
Judkins, et al.) Confirmation No. 7190
)
Serial No.: 09/513,784) Examiner: William J. Deane, Jr.
)
Filed: February 25, 2000) Group Art Unit: 2642
)
For: INTEGRATED ACD AND IVR) Attorney Docket No. 81544.005
SCRIPTING FOR CALL CENTER)
TRACKING OF CALLS)

**SUPPLEMENTAL PETITION TO WITHDRAW HOLDING
OF ABANDONMENT BASED ON FAILURE TO RECEIVE OFFICE
ACTION AND RESPONSE TO MAY 11, 2004 OFFICE ACTION**

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MAY 28 2004

Technology Center 2600

Mail Stop: Petition - No Fee
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

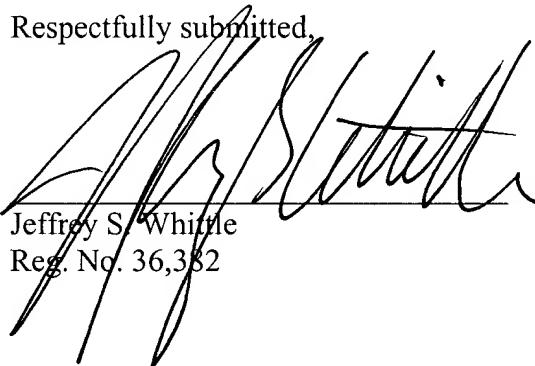
Applicant files this Supplemental Petition in response to the May 11, 2004, Office Action and in response to the "Notice of Abandonment" dated September 23, 2004. Applicants respectfully request that the Office withdraw its holding of abandonment for failure to receive payment of the Issue and Publication Fees. Applicants' attorneys never received a copy of the "Notice of Allowance," and to date do not have a copy so as to know what was allowed. A thorough search of the file jacket was conducted and our docket records indicate that the Notice of Allowance was never received. *See* Affidavit of Jeffrey S. Whittle at Attachment A, paras. 3 and 4, and Affidavit of Leticia Herrera at Attachment 1, paras. 3 and 4.)

Hence, the abandonment of this application was inadvertent, and this petition and statements herein are made without deceptive intent.

In view of non-receipt of the Notice of Allowance, Applicant respectfully requests that its petition be granted, that the Office remail or fax the Notice of Allowance to Attorney for Applicant at the fax number listed below, and that Applicant be granted the statutory 3-month period for responding to the Notice of Allowance and paying the Issue and Publication Fees.

In the event any additional fee is required, the Commissioner is hereby authorized to charge Deposit Account No. 50-0259 (Attorney Docket No. 081544.005) of Bracewell & Patterson, L.L.P.

Respectfully submitted,


Jeffrey S. Whittle
Reg. No. 36,382

Date: 5/20/04

BRACEWELL & PATTERSON, L.L.P.
P.O. Box 61389
Houston, Texas 77208-1389
Telephone: (713) 221-1185
Facsimile: (713) 221-2141

1664741.2

In re Patent Application of:
Judkins, et al.

Serial No. 09/513,784

ATTACHMENT A



CERTIFICATE OF MAILING UNDER 37 C.F.R. 1.8(a)

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5-20-04

Dora Rios

Date

Dora Rios

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:)
Judkins, et al.) Confirmation No. 7190
)
Serial No.: 09/513,784) Examiner: William J. Deane, Jr.
)
Filed: February 25, 2000) Group Art Unit: 2642
)
For: INTEGRATED ACD AND IVR) Attorney Docket No. 81544.005
SCRIPTING FOR CALL CENTER)
TRACKING OF CALLS)

AFFIDAVIT OF JEFFREY S. WHITTLE

Mail Stop: Petition – No Fee
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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MAY 28 2004
Technology Center 2600

Dear Sir:

I, Jeffrey S. Whittle, declare as follows:

1. I am over 18 years of age, am fully competent to give this testimony under oath, and am currently employed by Bracewell & Patterson, L.L.P. (the "Firm").
2. I am attorney of record for Applicants in this matter and have personal knowledge of each statement contained in this affidavit.
3. During the time period from September 4, 2003, which is the date of our last response to the Office Action dated June 6, 2003, until receipt of the Notice of Abandonment dated March 3, 2004 (as well as even through the date of this Affidavit), neither I nor the Firm received a Notice of Allowance from the United States Patent and Trademark Office for U.S. Patent Application Serial No. 09/513,784 (the "Patent Application").

4. A thorough search of the file jacket and docket records was conducted by me (as well as others), and neither the file jacket or the docket records indicate that the Notice of Allowance was received by me or the Firm. (See Affidavit of Leticia Herrera as Attachment 1.)

FURTHER AFFIANT SAYETH NOT.

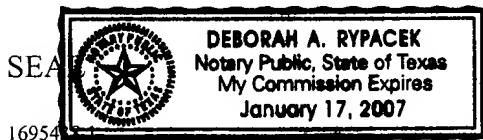
Date

5/20/04

Jeffrey S. Whittle

STATE OF TEXAS
COUNTY OF HARRIS

On this 30th day of May, 2004, before me personally appeared Jeffrey S. Whittle, to me personally known as the individual who executed the foregoing affidavit, and who acknowledged to me that she executed the same of her own free will for the purposes therein set forth.



Notary Public

My commission expires:

Donald D. Speck
Notary Public
My commission expires: January 17, 2007

In re Patent Application of:
Judkins, et al.

Serial No. 09/513,784

Attachment 1



CERTIFICATE OF MAILING UNDER 37 C.F.R. 1.8(a)

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3-3-2004

Dora Rios

Date

Dora Rios

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:)	
Judkins, et al.)	Confirmation No. 7190
)	
Serial No.: 09/513,784)	Examiner: William J. Deane, Jr.
)	
Filed: February 25, 2000)	Group Art Unit: 2642
)	
For: INTEGRATED ACD AND IVR)	Attorney Docket No. 81544.005
SCRIPTING FOR CALL CENTER)	
TRACKING OF CALLS)	

AFFIDAVIT OF LETICIA HERRERA

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MAY 28 2004

Technology Center 2600

Mail Stop: Petition - No Fee
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

I, Leticia Herrera, declare as follows:

1. I am over 18 years of age, am fully competent to give this testimony under oath, and am currently employed by Bracewell & Patterson, L.L.P. (the "Firm") to handle and docket incoming mail from the U.S. Patent Office. I have personal knowledge of each statement contained in this affidavit.
2. As a regular part of my job, I receive and docket incoming mail on the Firm docketing system.
3. During the time period from September 4, 2003 which is the date of our last response to office action, until receipt by the Notice of Abandonment March 3, 2004, I neither received nor docketed a Notice of Allowance for U.S. Patent Application Serial No. 09/513,784 (the "Patent Application").

4. A thorough search of the file jacket was conducted. If the Firm had received the Notice of Allowance, I would have received it and docketed it.
5. Copies of the Firm docketing sheets for this Patent Application showing that no docketing for the Notice of Allowance occurred since the filing of our Amendment and Response to Office Action filed on September 4, 2004, are attached hereto for reference.

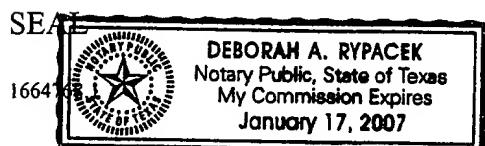
FURTHER AFFIANT SAYETH NOT.

March 3, 2004

Letícia Herrera
Letícia Herrera

STATE OF TEXAS §
COUNTY OF HARRIS §

On this 3rd day of March, 2004, before me personally appeared Leticia Herrera, to me personally known as the individual who executed the foregoing affidavit, and who acknowledged to me that she executed the same of her own free will for the purposes therein set forth.



Notary Public
My commission expires: 01-17-2007

Notary Public
My commission expires: 01-17-2007

My commission expires: 01-17-2007

B&P# 081544.000005

PRINTED ON: 9/8/2003

COUNTRY	US	UNITED STATES	TITLE					PRIOR	2/25/2000	
NEW/CON	NEW	SERIAL#	09/513,784	INTEGRATED ACD AND IVR SCRIPTING FOR CALL CENTER TRACKING OF CALLS					MAIL	2/25/2000
RELATED		PATENT#							FILE	2/25/2000
TYPE	UTL	STATUS	PENDING						PUBL	
CLIENT	081544	TELTRONICS, INC.		1	CREF	24648		ISSUE		
AGENT					AREF			1ST	2/25/2000	
								EXP	2/25/2020	

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NO RESPONSE AS OF 1/31/03.														
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S1	N	SC: RE LAST RESPONSE	9/4/2003	8	M	5/4/2004	0	5/4/2004	0		3	M	Y Y Y	

INVENTORS
J. ANDREW JUDKINS
MICHAEL SHELTON
DAVID PETERSON

ASSIGNEES
HARRIS CORPORATION

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MAY 28 2004

Technology Center 2600

USER-DEFINABLE FIELDS			PATENT FIELDS					
ART#			SMALL ENTITY			ART UNIT		
LOC	F		CLAIMS			EXAMINER		
			PUBLICATION#			CONFIRM#		

P50356US00 ENTERED 3/6/2002 MODIFIED 9/8/2003 BY lh ATTORNEYS JSW / N/A / N/A

NOTES

R010987/F0795, RECORDED 7/10/00

B&P#	081544.000005									PRINTED ON: 3/3/2004				
COUNTRY	US UNITED STATES			TITLE						PRIOR	2/25/2000			
NEW/CON	NEW	SERIAL#	09/513,784	INTEGRATED ACD AND IVR SCRIPTING FOR CALL CENTER TRACKING OF CALLS						MAIL	2/25/2000			
RELATED				PATENT#							FILE	2/25/2000		
TYPE	UTL	STATUS	PENDING							PUBL				
CLIENT	081544	TELTRONICS, INC.			1	CREF	24648		ISSUE					
AGENT					AREF			1ST	2/25/2000					
								EXP	2/25/2020					

ID	O	ACTION	BASE	DU IN	DU E	EXTNS	FINAL	EXT	RESPONSE	CALL UP	1	2	P
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AW	N	AWAITING POSTCARD	12/27/2001	1 M	1/27/2002	0	1/27/2002	0	1/23/2002	1 M	Y	Y	Y
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AW	N	AWAITING POSTCARD	8/6/2003	1 M	9/6/2003	0	9/6/2003	0	8/15/2003	1 M	Y	Y	Y
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AW	N	AWAITING POSTCARD	9/4/2003	1 M	10/4/2003	0	10/4/2003	0	9/18/2003	1 M	Y	Y	Y
AN	Y	ABANDONMENT NOTICE	3/3/2004										
	N	PET TO WITD ABND	2/23/2004	2 M	4/23/2004		4/23/2004	0		1 M	Y	Y	Y

PETITION TO WITHDRAW HOLDING OF ABANDONMENT BASED ON FAILURE TO RECEIVE OFFICE ACTION (MPEPE 711.03 (c) II) - NO FEE REQUIRED

S1 N SC: RE LAST RESPONSE 9/4/2003 8 M 5/4/2004 0 5/4/2004 0 3 M Y Y Y

INVENTORS

J. ANDREW JUDKINS

MICHAEL SHELTON

DAVID PETERSON

ASSIGNEES

HARRIS CORPORATION

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MAY 28 2004

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USER-DEFINABLE FIELDS

ART#

LOC

F

SMALL ENTITY

PATENT FIELDS

ART UNIT

EXAMINER

CONFIRM#

P50356US00

ENTERED 3/6/2002

MODIFIED 3/3/2004

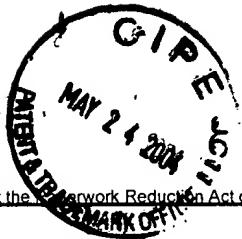
BY lh

ATTORNEYS

JSW / DSB / N/A

NOTES

R010987/F0795, RECORDED 7/10/00

DAE
92002642PTO/SB/21 (02-04)
Approved for use through 07/31/2006. OMB 0651-0031U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE
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FORM

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission

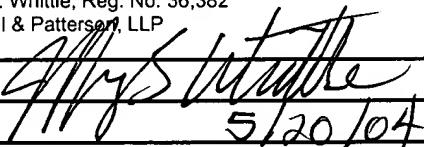
12

Application Number	09/513,784
Filing Date	02/25/2000
First Named Inventor	Judkins, et al.
Art Unit	2642
Examiner Name	William J. Deane, jr.
Attorney Docket Number	81544.005

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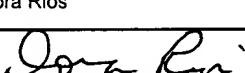
MAY 28 2004

Technology Center 2600

ENCLOSURES (Check all that apply)						
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/ Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____	<input type="checkbox"/> After Allowance communication to Technology Center (TC) <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please Identify below):				
<table border="1"> <tr><td>Remarks</td></tr> <tr><td>Enclosures:</td></tr> <tr><td>1. Supplemental Petition to Withdraw Holding of Abandonment; and</td></tr> <tr><td>2. Affidavit of Jeffrey S. Whittle as Attachment A, including Affidavit of Leticia Herrera as Attachment 1.</td></tr> </table>			Remarks	Enclosures:	1. Supplemental Petition to Withdraw Holding of Abandonment; and	2. Affidavit of Jeffrey S. Whittle as Attachment A, including Affidavit of Leticia Herrera as Attachment 1.
Remarks						
Enclosures:						
1. Supplemental Petition to Withdraw Holding of Abandonment; and						
2. Affidavit of Jeffrey S. Whittle as Attachment A, including Affidavit of Leticia Herrera as Attachment 1.						
SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT						
Firm or Individual name	Jeffrey S. Whittle, Reg. No. 36,382 Bracewell & Patterson, LLP					
Signature						
Date	5/20/04					

CERTIFICATE OF TRANSMISSION/MAILING

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Typed or printed name	Dora Rios		
Signature		Date	5-20-04

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.